

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL**

Section 8.2 Independent Case Review

- 8.2.1 Introduction**
- 8.2.2 References**
- 8.2.3 Scope**
- 8.2.4 Did you know...?**
- 8.2.5 Objectives**
- 8.2.6 Procedures**
- 8.2.6-A: Independent Case Review**
- 8.2.6-B: Additional RBHA medical record review activities**

8.2.1 Introduction

ADHS/DBHS is required to oversee the performance of an Independent Case Review (ICR) to ascertain the extent to which established guidelines regarding access to services, timeliness of services and quality outcomes are being adhered to in the public behavioral health delivery system. The Independent Case Review is an annual evaluation of the statewide behavioral health system, conducted by an external quality review organization (EQRO), to assess contractor performance and to identify areas of needed improvement in the provision of behavioral health services. Currently, the evaluation process is primarily conducted through case reviews but may also involve interviews of enrolled persons when deemed necessary. Independent case review findings are utilized to improve care for persons receiving behavioral health services. This section provides an overview of the Independent Case Review and describes expectations for behavioral health providers to assist with:

- Implementation of the Independent Case Review Tool; and
- Implementation of any recommended actions to improve performance.

8.2.2 References

The following citations can serve as additional resources for this content area:

- [AHCCCS/ADHS Contract](#)
- [ADHS/T/RBHA Contract](#)
- [42 CFR 438.240](#)
- [Independent Case Review Tool](#)

8.2.3 Scope

To whom does this apply?

All enrolled persons and their behavioral health records may be part of the Independent Case Review.

8.2.4 Did you know...?

- An independent entity, also known as a professional review organization (PRO) or an EQRO, conducts the Independent Case Review.
- Independent Case Review results are used to assess the quality of behavioral health services.

Arizona Department of Health Services

Division of Behavioral Health Services

PROVIDER MANUAL

- Each standard in the Independent Case Review Tool has pre-determined level of performance established by ADHS/DBHS.
- Efforts have been directed to align the medical record reviews required for persons determined to have a serious mental illness with the Independent Case Review.

8.2.5 Objectives

To describe behavioral health provider's obligations regarding the Independent Case Review.

8.2.6 Procedures

8.2.6-A: Independent Case Review

Behavioral health providers must cooperate with ADHS, the independent entity and the T/RBHA by allowing access to provider staff, enrolled persons and behavioral health records to the extent that they are deemed relevant in the evaluation of the behavioral health delivery system.

[T/RBHA insert specific instructions here]

8.2.6-B: Additional RBHA medical record review activities

[T/RBHA insert specific instructions here]